

## Appendix C



**33**

days

**Target 18 days**



**Theme – People Action – PE2.3** Average time taken to process new Benefit claims

**Target vs performance –** Q1 target - less than 18 days. Q1 actual – 33 days.

**Trend (compared to last quarter) –** Last quarter – 15.21 days

**Background –** The introduction of further Welfare Reforms and an increase in Council Tax across South Derbyshire preceptors is believed to have created a spike in demand with 186 new claims between April and May. **Key actions underway –** This was a temporary situation and a backlog was substantially reduced by the end of June, with 13 claims outstanding with a maximum age profile of one week. Additional resources were put in place.

**Opportunities/risks –** It should be noted that a high number of the new claims did not qualify for Benefits. This will be monitored moving forward.

**There is ONE action for Finance and Management.**